

99-52



Michael F. Del Casino
Regulatory Division Manager

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May 10, 1999
FINAL

*This outage report
was received by*

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

*Robert Kimball
Atty OET - FCC*

May 18, 1999

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

April 10, 1999, 08:53 Hawaii Time

2. GEOGRAPHICAL AREA AFFECTED:

Honolulu, HI

3. CUSTOMERS AFFECTED (APPROXIMATELY):

136,185 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access, Toll Completing and OSPS

5. DURATION OF OUTAGE:

5 hours 52 minutes

7A. CAUSE OF INCIDENT:

A non-AT&T contractor severed an AT&T lightguide cable in Pearl City, HI while performing a digging operation for the Hawaii Electric Company. The contractor initially uncovered a concrete encasement while digging and attempted to remove the encasement with a jackhammer. The jackhammer blade severed the conduit and fiber cable resulting in the failure. The contractor did not notify AT&T of this activity.

7B. EQUIPMENT NAME / TYPE:

Fiber Optic Cable

7C. PART OF NETWORK:

Honolulu, HI – Pearl City, HI

8. RESTORATION METHODS:

17 T3s restored on overhead in 3 hours and 56 minutes
19 T3s restored by physical repair within 5 hours and 52 minutes

9. STEPS TO PREVENT REOCCURRENCE:

1. The AT&T On Site Work Force will develop and implement a plan to generate a "call-before-you-dig" program that can be enforced by law in the state of Hawaii.
2. To improve restoration efficiency, the formal Pre-Plan for service restoration will be tested and dry run on a periodic basis by the local GTE Company and AT&T.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed SECTION A – FIBER OPTIC CABLE DIG-UPS: CAUSES AND CURES in the Network Reliability: A Report to the Nation, June 1993. Based on the root cause of this outage, AT&T is in complete support of the following countermeasures and best practices to prevent future incidents.

6.1.3 Details – Key lessons and best practices

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Call-Before-You-Dig Legislation – enforce, enact, and/or revise state and federal underground facility damage prevention laws.

Cooperation With Contractors – easy access, open communications and flexible scheduling between facility owners and contractors.

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Contractor Awareness – offer public service seminars, publish literature, and announcements by facility owners to educate contractors, right-of-way owners, and private property owners.

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Sincerely,

Michael J Del Casino *jd*